GOVERNMENT OF INDIA
RAILWAYS
LOK SABHA

UNSTARRED QUESTION NO:576
ANSWERED ON:27.04.2016
Incorrect SMS by IRCTC
Reddy Shri J.C. Divakar

Will the Minister of RAILWAYS be pleased to state:

(a) whether Indian Railway Catering and tourism Corporation (IRCTC) allegedly sent incorrect SMS to passengers regarding train cancellations and if so, the facts thereof; and

(b) whether the Government has initiated any action against IRCTC in this regard and if so, the details thereof?

Answer

MINISTER OF STATE IN THE MINISTRY OF RAILWAYS

(SHRI MANOJ SINHA)

(a) & (b): Large number of trains were cancelled due to Jat agitation during the months of February and March, 2016. Cases have been brought to notice where trains were cancelled and SMS was sent to passengers' mobile phones automatically based on the train status at that particular time. However, since the agitation situation was evolving rapidly and the section was cleared, the trains were restored in the interest of passengers.
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